



Office of State Public Defender
Contract Attorney Performance Evaluation Written Summary

John Doe

Info Pursuant to Montana Code Annotated § 47-1-121(10) and OPD Policy 135, the Office of State Public Defender (OPD) is required to evaluate each contract attorney at least once during the two-year period their Memorandum of Understanding (MOU) with OPD is active and produce a Written Summary of that evaluation. This Written Summary compiles information from OPD's Case Management System, Pre-Approval and Claims Portal, and the Contract Attorney Performance Evaluation Surveys to provide an at-a-glance look at an individual contract attorney's work with OPD.

When the evaluated attorney's metrics are compared to other attorneys the evaluated contractor's metrics are shown as green circles or green bars, while other attorneys, or the average for other attorneys, are shown as blue circles or blue bars, as shown below.

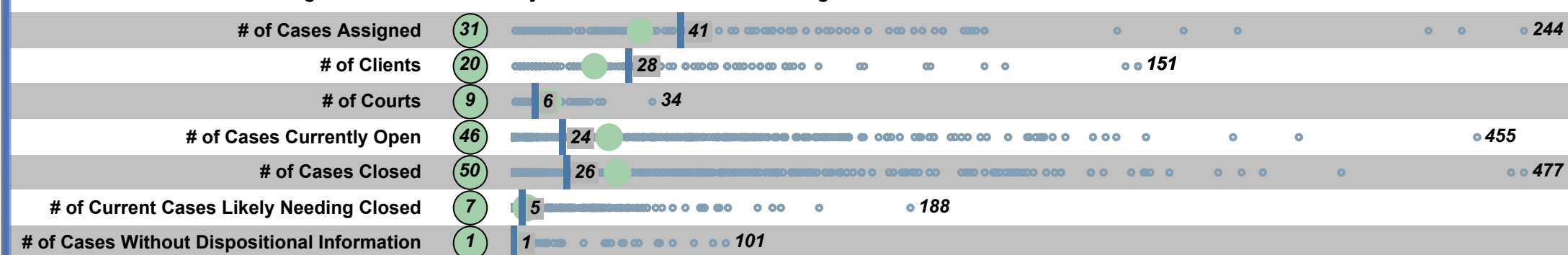


February 8, 2021

Date

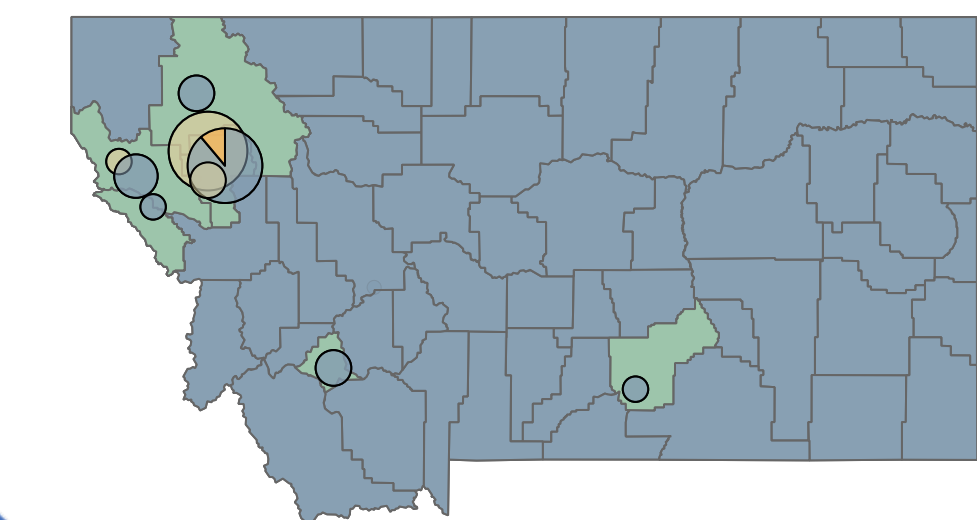
Contractor Case Assignments Over the Last 12 Months

Metrics about this contract attorney's case assignments over the last 12 months are shown below, with comparisons to all other contract attorneys to the right. The blue bars show the average for all contract attorneys. The maximum and the average for each metric are labeled.



Case Location

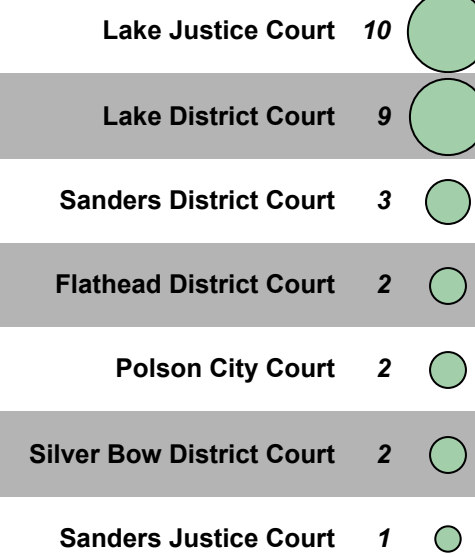
Each court is shown below as a pie chart, with the size of the pie related to the overall number of cases in that court and the slices related to the percent of each case type in that court.



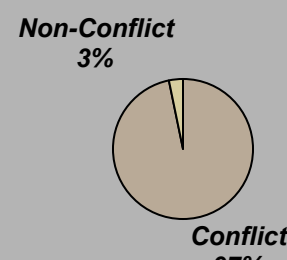
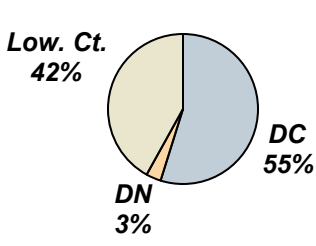
Legend for Case Location: DA, DC, DD, DG, DI, DJ, DN, DV, Low. Ct., SR, TE.

Cases by Court

Limited to the Top Ten Courts



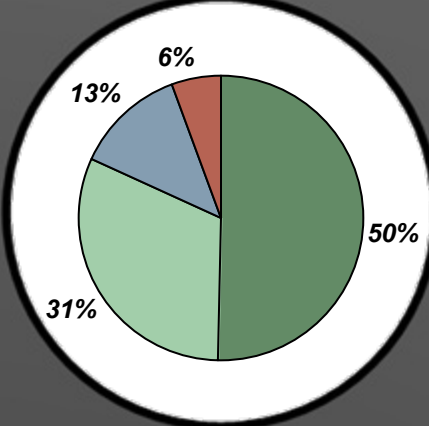
Case and Conflict Type Breakdown



Contractor Satisfaction

During the Performance Evaluation process, all contract attorneys are asked to indicate how they feel about working with OPD. The evaluated contractor's answer is below and the overall breakdown for all contract attorneys is to the right.

John Doe strongly enjoys working with OPD

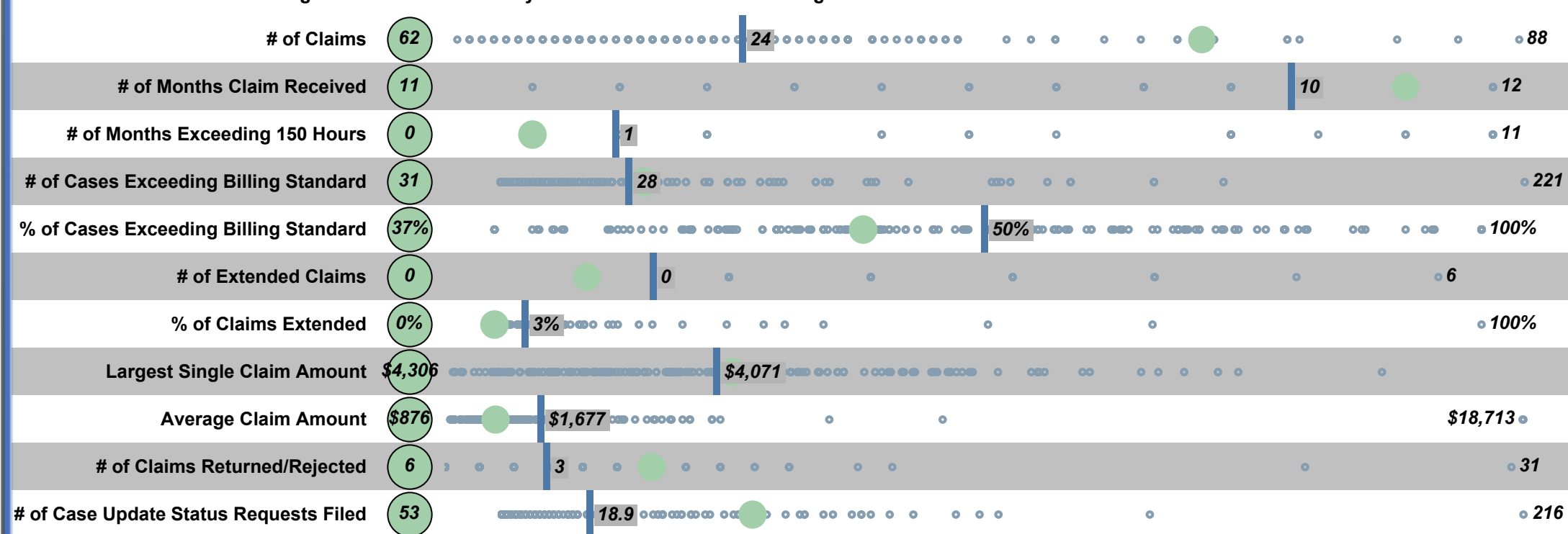


Satisfaction Legend

strongly enjoys working with OPD
somewhat enjoys working with OPD
is neutral about working with OPD
somewhat dislikes working with OPD

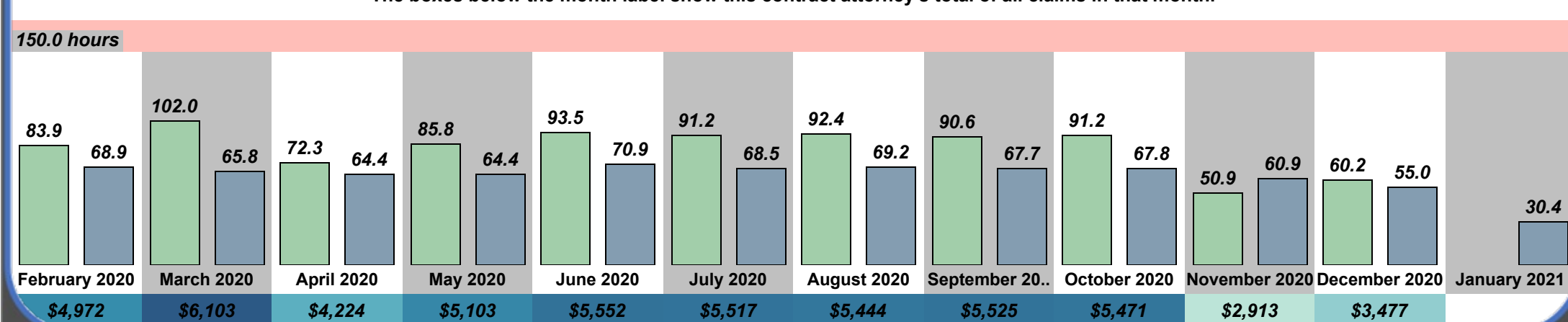
Contractor Claims Over the Last 12 Months

Metrics about this contract attorney's claims over the last 12 months are shown below, with comparisons to all other contract attorneys to the right. The blue bars show the average for all contract attorneys. The maximum and the average for each metric are labeled.



Monthly Claim Hours and Amounts

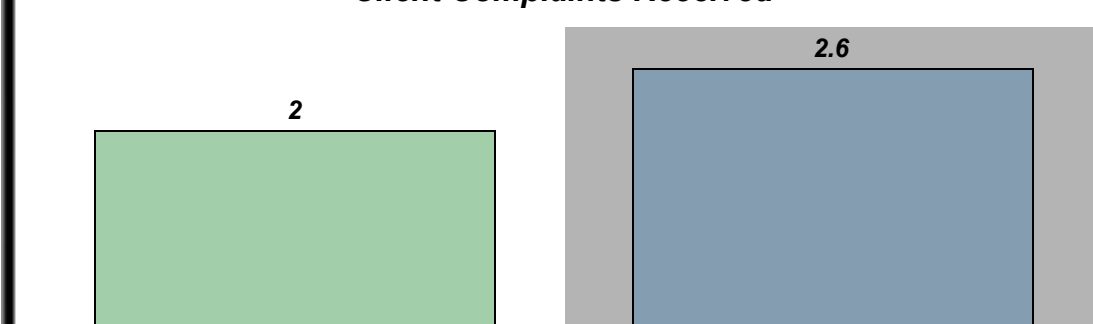
The green bars show this contract attorney's monthly hours; the blue bars show all other contract attorneys' average monthly hours. The boxes below the month label show this contract attorney's total of all claims in that month.



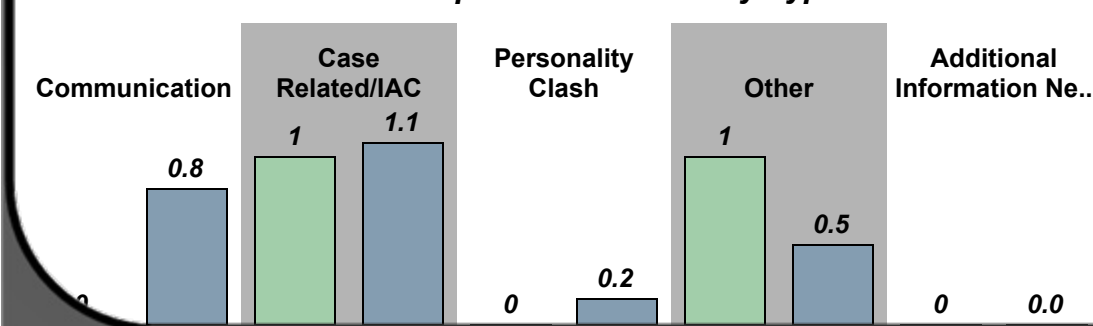
Client Complaints Over the Last 12 Months

Metrics about this contract attorney's client complaints and complaint outcomes over the last 12 months are shown below, with comparisons to all other attorneys. Below left, the green bars show the complaints this contract attorney has received; the blue bars show the average for all attorneys over the last 12 months. Below right, the outcomes for this contract attorney's complaints and all other attorney complaints are shown as pie charts.

Client Complaints Received

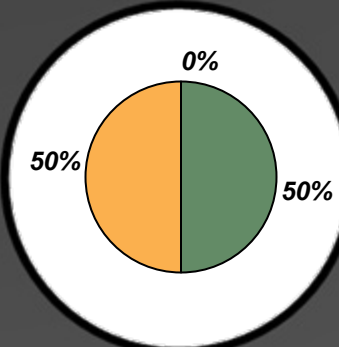


Client Complaints Received By Type

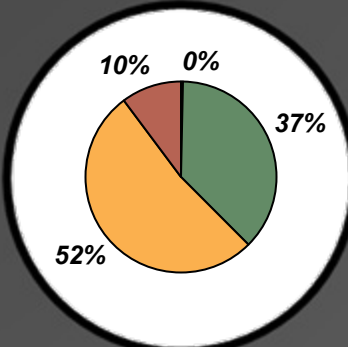


Client Complaint Outcomes

John Doe



All Attorney Complaints



Client Complaint Outcomes Legend

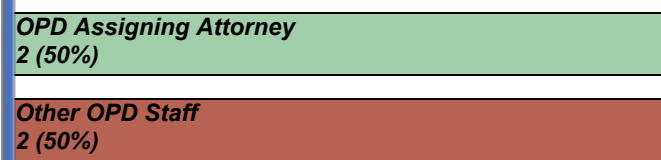
Not Valid Pending Valid

Contractor Performance Evaluation Survey Results

As part of the performance evaluation process, a survey regarding each contract attorney is completed by OPD Assigning Attorneys, Office Managers, and other OPD employees, as well as the contract attorney themselves. Metrics regarding this contract attorney's performance under their MOU with OPD are shown below, with comparisons to all other contract attorneys.

Who has evaluated this contractor and what are their roles?

A total of 4 individuals have responded to John Doe's survey as of February 8, 2021.



How are these individuals familiar with this contract attorney?

75% of responses: "I have interacted with this contractor as part of my job duties"

50% of responses: "I have observed this contractor in court"

50% of responses: "I have reviewed pleadings and other documents prepared or filed by this contractor"

50% of responses: "I am aware of this contractor's reputation in the legal community"

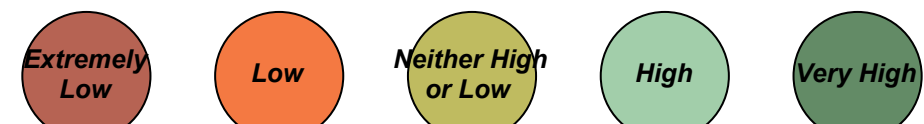
50% of responses: "I have received positive comments by OPD clients, prosecutors, judicial staff, or others about this contractor"

25% of responses: "I have observed this contractor interact with clients"

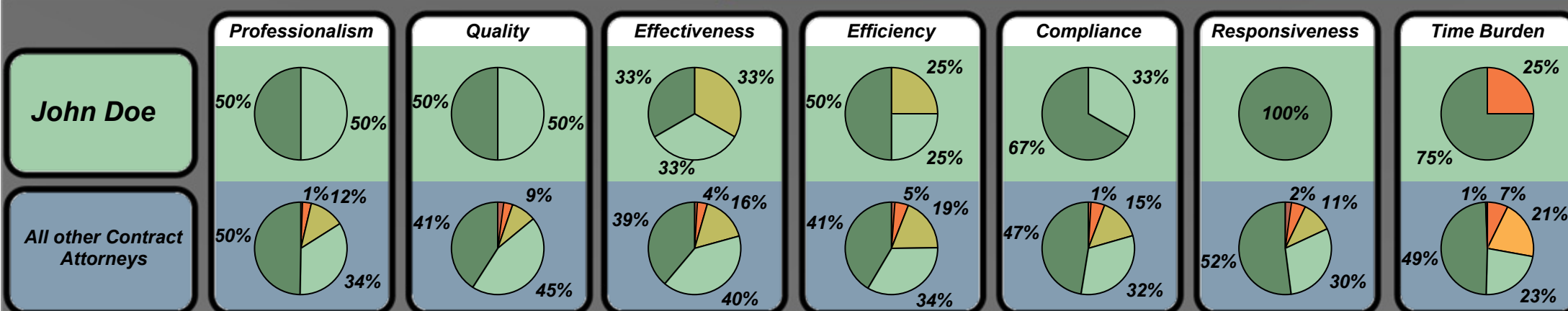
25% of responses: "Invoices"

Contractor Performance Metrics

Metrics regarding this contract attorney's performance are found below, with comparisons to all other contract attorneys using the following scale:



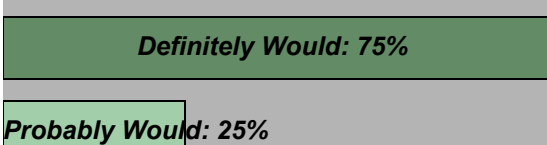
*This scale is reversed for Time Burden, with the dark green representing a low amount of time and the dark red representing a high amount of time.



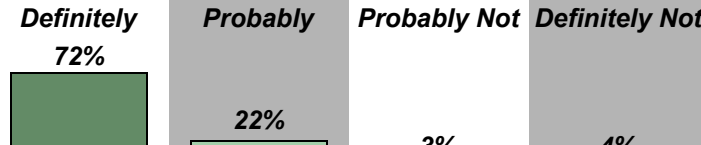
Respondents to the Contractor Performance Evaluation Survey are also asked whether they believe OPD should offer a new MOU to this contract attorney.

Please note these are only the opinions of the individuals completing the survey and may not reflect the official decision made by the OPD Contracts Program.

Should John Doe be offered a new MOU?



All Other Contract Attorneys



Additional Comments for John Doe

I interact with John through our online billing portal. It has been my experience that John could improve by reviewing the updated pre-approval and claims procedure found at <http://publicdefender.mt.gov/Contractors> and carefully reviewing and editing claims before submission. During this past fiscal year 6 of 45 claims have either been returned or noted for errors.

John Doe is a stellar attorney. I am confident when assigning a case to him, that his clients will get the best outcome. When considering who to assign a certain case to, I know that John's experience covers all types of cases and I feel confident giving him potentially difficult cases.